

Licensed Plus Quality Rating System Frequently Asked Questions and Answers (FAQs)

General Questions about the Licensed Plus Quality Rating System

1. What is the Licensed Plus Quality Rating System and what is its purpose?
The Licensed Plus Quality Rating System is a visible way of recognizing child care programs who are working to improve quality of care for young children by exceeding minimum Child Care Licensing rules and documenting compliance with defined, researched-based standards that can be measured and communicated to parents and families.
2. Who is administering the program?
The Licensed Plus Program is administered by the Department of Health and Human Services, Bureau of Improvement and Integrity, in collaboration with the Child Development Bureau.
3. Why is the Department of Health and Human Services initiating a quality rating?
Quality care for children is a fundamental value held by the Commissioner of DHHS and his staff. Not all child care is of the same quality. Families need to be able to evaluate the type of care that is available and select a program that meets their needs and the needs of their child. A Quality Rating will reward programs that strive to improve their practices and staff qualifications and will provide information regarding quality child care to families who are seeking child care services.
4. How will this make a difference?
A visible system for documenting standards of quality will raise the awareness of providers, families, and communities of the indicators of quality care. Through recognition, incentives, training and professional development, programs that wish to improve the quality of care for children will have access to resources and guidance in complying with the standards. Children will benefit and thrive in programs that achieve higher standards.
5. Who can apply for Licensed Plus?
Any New Hampshire licensed child care agency in good standing can apply for a quality rating.
6. What do you “get” for being Licensed Plus?
Upon submission of the application and required supporting documentation, a qualifying program will receive a certificate and a visual symbol to display in the facility. Programs that are “certified” with The Department to serve children in protective or Preventive care are eligible for a cash award.
7. How often will “Licensed Plus’ designations be granted?
Certificates will be issued on a monthly basis upon receipt, review and approval of completed applications.
8. Are there different levels of regulated child care?
With the implementation of Licensed Plus, NH will recognize 3 levels of regulated child care, including Licensed, Licensed Plus and Accredited. Levels build from a

foundation of minimum standards for licensing to full national accreditation. Licensed Plus is the first of what may be additional steps between licensed and accredited.

9. Is the application process the same for all child care programs?

There are two options for applicants. Option 1 is for licensed programs that are not involved in a national accreditation process. Option 2 is for licensed programs that are engaged in a national accreditation process or that have achieved national accreditation. Option 2 allows programs that are engaged in meeting national quality standards to submit that effort in lieu of addressing the NH Standards (ex. through Head Start or one of the national accreditation processes).

10. How will parents find out about "Licensed Plus"?

Programs that achieve Licensed Plus status will be listed on the Department of Health and Human Services web site and with NH Resource and Referral Agencies. Programs will display their Licensed Plus certificate in their facility, and will be able to advertise this status in promoting their program.

11. How long does the Licensed Plus quality rating last?

Three years, with annual submission of updated materials. The cash incentive for certified programs will be paid for each year the program remains in compliance.

12. What will happen if a program sent in information that was not current or is inaccurate?

Submission of false or misleading information will be considered fraudulent and may result in revocation of Child Care Agency License, billing privileges with DHHS, and Licensed Plus status.